

REQUEST FOR PROPOSALS
FOR THE PROVISION OF OFFICE SUPPLIES

FOR THE CITY OF CASPER
CASPER, WYOMING 82601

(Issued April 24, 2015)

The City of Casper, Wyoming, referred to herein after as “City”, is seeking qualification statements and service proposals from individuals and/or organizations, referred to hereinafter as “Vendors”, that specialize in supplying stationery, office equipment, and consumable office supplies, referred to herein after as “office supplies”, related invoicing and order placement services to all of the departments, divisions, and all other cost centers that make up the organization of the City of Casper. The proposals should be designed to provide the City with a clear understanding of the costs of performing the service being solicited. The specific nature of the scope of work for the project is outlined in the following Request for Proposals (RFP). Such proposals shall be sent to City Manager’s Office c/o Fleur Tremel, Casper City Hall (200 North David Street), (307)235-8296, by 2:00 p.m. on May 15, 2015.

I. Purpose for the Agreement

The City of Casper is seeking a primary Vendor for its office supplies. The City of Casper is a large organization with a budget of \$151 million and 525 full time employees and consumes more than \$5,000 worth of office supplies each month. The City currently uses a purchasing card program.

The City is seeking proposals that would provide City staff with:

- a wide selection of reasonably priced office supplies
- an online purchasing system that makes for easy and accurate item selection and billing
- ability to utilize purchasing cards
- next day delivery
- highly competitive prices or price matching

Services are more specifically outlined in Section II, “Scope of Services” below. Any related services in addition to the scope of services being requested should also be described if it is believed that they would advance the overall objectives of this agreement. The successful Vendor should anticipate that the new service agreement would commence on or about August 15, 2015.

II. Scope of Services

1. The Vendor will supply the order forms (requisition forms) for use by the entire City organization. The Vendor will accept the order forms at minimum online, but other means of submitting orders may be included.
2. Any requisition received by Vendor should be fully satisfied in the amount of time agreed upon depending on the delivery option selected.
3. All office supplies that are requisitioned by City departments must be delivered directly to the specified location depending on the delivery option selected. Attachment A indicates which departments are in which buildings and the corresponding address, but the City reserves the right to designate new delivery locations as needed.
4. Vendor shall make available a customer service representative as the account contact. This contact must be reached without long distance phone charges. The contact should be ready to answer questions on any matter related to the entire procurement process and the availability of items or address any issue related to this service.
5. Vendor shall provide product catalogs (regularly updated) online and on paper upon request and at no charge.
6. Vendor shall provide monthly billing statements for each City department or work group, as specified by the City. Statements will be supported by invoices that will include the item number, item description, date of purchase, quantity purchased, unit price and extended price. Vendor will allow a forty-five day period in which monthly invoices can be paid. Additionally, the Vendor will specify whether there is a discount for immediate payments.
7. Vendor will accept P-cards.
8. The City will produce a list of 200 office supply items, hereinafter referred to as "Core Items" that it relies upon most heavily for its office operations (see Appendix B). Vendor will establish specific prices at which the City can purchase these items, and Vendor will either guarantee that these prices will not rise throughout the course of the contract or that they will meet competitor's prices.
9. Vendor will contact the department or division ordering brand name ink if another cheaper compatible ink toner is available and inform them of the other compatible ink.
10. The preferred Vendor will provide its products at or below list price without the addition of any fees, such as shipping and handling fees. In

the event that additional fees would be charged, Vendor will provide a list of these charges and explain how and when they would be applied to City office supply orders. Vendor will provide pricing formulas/plans for all non-contract items.

11. Vendor will allow at least a 30 day return policy for unused items, which Vendor will pick up at the next scheduled delivery time and location.
12. Vendor shall produce consolidated reports on a quarterly basis. Consolidated reports will provide an overview of all the purchases made by the City for that quarter, including the precise number of each item purchased and the unit and extended price of those items. Consolidated reports will be provided electronically in an Excel format.
 - A. Consolidated report shall include at least: manufacturer, item number, item description/name, unit price, number purchased, cost center, month, and total cost.
13. Vendor will outline how it would propose to implement its requisition system. Start-up assistance and/or training that the City deems to be necessary will be provided to the City at Vendor's expense.
14. The City reserves the right to reject any or all proposals. City reserves the right to request more information for clarification or due to omission of information. Vendor should be prepared to make an oral presentation as part of the evaluation process.

III. Proposals

- 1) To be considered, the proposal must respond to all requirements in the RFP. Any other information believed to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. If publications are provided, the document and page number shall be referenced.

The proposal shall be divided into sections as indicated below:

- A) Vendor Introduction: Each Vendor will describe their company and provide a general overview of its services, specialties, and any relevant distinctions it holds within the office supply industry. The introduction will include the locations of the offices that would be involved with the service provision to the City of Casper and should be no longer than one page.
- B) Scope of Work: Each Vendor shall review the items under Section II "Scope of Services". The Vendor will describe in narrative form the proposer's plan for accomplishing the ordering, billing and delivery of the

City's office supplies (no more than 1 page). Additions to or modifications of the task descriptions are permissible, but reasons for changes shall be fully explained, Appendix B (checklist) is provided and **should** be filled out. Examples of the catalogs, and billing statements, and quarterly reports should also be provided.

- C) Core Items: Vendor **shall** fill out the core item worksheet, Appendix C.
- (a) Vendor must provide pricing for each item with next business day delivery to every office in each of the buildings provided in Appendix A.
- (b) Vendor should make arrangements to obtain a blank electronic template of the Core Items list prior to the submission date. A printed listing of the core items should be included with the proposal, and an **electronic copy** should be delivered **via email** by the submission deadline to Fleur Tremel at ftremel@Cityofcasperwy.com.
- D) Non-Contract Items: Vendor must provide pricing formulas/plans for all non-contract items. Vendor must also include an example for the item listed below and an item of their choosing. An example of how Vendor's cost is determined should also be included.
- (a) UNV10210 - CLIP,BINDER,MEDIUM
- E) Optional Ink and Toner Worksheet: Vendor **may** also fill out Appendix D if it is applicable. Appendix D will cover any price discounts for refilled or recycled ink/toner. Additionally, if Appendix D is completed Vendor shall include a description of the Vendor's ink/toner program and any warnings or issues that may occur with the use of refilled and recycled ink/toner.
- F) Personnel: Each proposal should identify the specific person who will act as the City's customer service representative (see Section II, #4 above) along with any other key personnel who would be assigned to the project. Information about key personnel and their background in the industry will be provided. Any changes in assignment of personnel shall be reviewed with the City of Casper to assure consistent technical expertise throughout the term of the project.
- G) References and Prior Experience: Each proposal should provide an overview of its prior experience, including number of years, with office supply agreements of this sort. The Vendor will list at least five (5) of its customers as references. The ideal references will be current customers in the Casper area that are organizations of similar size and which have arrangements similar to the one being offered in the Vendor's proposal.

- H) Conflicts of Interest: Each Vendor shall specifically address any possible conflicts of interest and the proposer's position or response as to whether or not such other work or relationship may be deemed a conflict of interest with this project.
- 2) Sealed Proposals: One (1) copy of each proposal must be submitted to the City Manager's Office, c/o Fleur Tremel at Casper City Hall (200 North David Street), by 2:00 p.m. on May 15, 2015. Each proposal will be externally labeled "**Response to Office Supplies RFP**". The proposal will remain valid for at least ninety (90) days.

IV. In Person Interview

Each Vendor should be prepared to make a presentation to City staff in order to further explain its services and to answer questions. The customer service representative that would be assigned to the City of Casper's account should be present for this interview. Arrangements should also be made to demonstrate the Vendor's online purchasing system at that time.

V. Subcontractors

The Vendor will not use any subcontractor for the provision of this service without prior written approval from the City. The Vendor shall be responsible to retain, and pay for the services of, any subcontractor.

VI. Meetings

The Vendor shall meet with members of the City staff as needed.

VII. Contract

The Vendor will be required to sign a contract with the City, relating to the work to be performed. Such contract shall include, but not necessarily be limited to, the following articles: method of compensation, time of performance, subcontracts, duties of the Vendor, termination of the contract, ownership of material, changes, submission of material, and obligations to the City.

VIII. Criteria for Selection

All proposals received shall be subject to evaluation by City staff. The evaluation shall be for the express purpose of selecting the proposal which most clearly meets the RFP requirements. The following areas will be highly considered in the selection process:

1. Vendor Qualifications: This refers to the ability of the Vendor to meet the specific needs of the RFP including, but not limited to, the ability to provide

an exceptional level of customer service, the ability to respond to requisitions in a timely manner, and the ability to provide orders that are correctly delivered, and the ability to provide invoices and sales reports that are accurate and informative.

2. Understanding the Service: This refers to the Vendor's understanding of the City of Casper's needs as detailed in this RFP, and the nature and scope of the work involved.
3. Pricing: Consideration will be given to contract item pricing and non-contract pricing. Additional consideration will be given to the amount of substitutions being suggested.

IX. Contract Award

The City of Casper reserves the right to accept, reject, or request changes in proposals. The City will work closely with the selected Vendor to develop or refine a detailed scope of work, schedule for completion of tasks and costs associated with completed work included in the contract documents. The City is not liable for any costs incurred by the Vendor prior to contract issuance.

X. Addenda to the Request for Proposals

In the event that it becomes necessary to revise any part of this RFP, addenda will be provided to all Vendors invited to respond.

XI. Late Proposals

Late proposals will not be accepted.

XII. Response Material Ownership

The material submitted in response to the RFP becomes the property of the City of Casper and will only be returned to the Vendor at the City's option. Responses may be reviewed by any person after the final selection has been made. The City of Casper has the right to use any or all ideas presented in reply to this request. Disqualification of a Vendor does not eliminate this right.

XIII. Acceptance of Proposal Content

The contents of the proposal of the successful Vendor may become contractual obligations if the City of Casper wishes to execute a contract based on the submitted proposal. Failure of the successful Vendor to accept these obligations in a contract may result in cancellation of the award and such Vendor may be removed from future solicitations.

XIV. Reference Checks

The City of Casper reserves the right to contact any reference or any client listed in the documents for information which may be helpful to the City in evaluating the Vendor's performance on previous assignments.